



February 25, 2010

Via ECFS

Ms. Marlene H. Dortch, FCC Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Suite TW-A325
Washington, DC 20554

RE: EB Docket No. 06-36
Annual 64.2009(e) CPNI Certification for 2009
One Voice Communications, Inc. – Filer ID 825713

Dear Ms. Dortch:

Enclosed for filing is the 2009 CPNI Compliance Certification submitted on behalf of One Voice Communications, Inc.. This filing is submitted pursuant to 47 C.F.R. Section 64.2009(e) and in accordance with the Public Notice DA 10-91 issued January 15, 2010.

Any questions you may have concerning this filing may be directed to me at 470-740-3005 or via email to mbyrnes@tminc.com.

Sincerely,

Monique Byrnes
Consultant to One Voice Communications, Inc.

Attachments

cc: Best Copy and Printing (via email to FCC@BCPIWEB.COM)
S. Dize, One Voice
file: One Voice – FCC CPNI
tms: FCCx2010-1

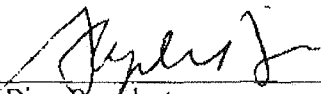
**ANNUAL 47 C.F.R. § 64.2009(e) OFFICER'S CERTIFICATION OF
CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) COMPLIANCE**

EB DOCKET 06-36

Annual 64.2009(e) CPNI Certification for:	Covering Calendar Year 2009
Date Filed:	February 25, 2009
Name of Company covered by this certification:	One Voice Communications, Inc.
Form 499 Filer ID:	825713
Name of Signatory:	Stephen Dize
Title of Signatory:	President

I, Stephen Dize, certify and state that:

1. I am President of One Voice Communications, Inc. and, acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See 47 C.F.R. § 64.2001 et seq.*
2. Attached to this certification, as Exhibit A, is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in Section 64.2001 *et seq.* of the Commission's rules.
3. The company has not taken any actions (i.e., proceedings instituted or petitions filed by the company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.
4. The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.
5. The company represents and warrants that the above certification is consistent with 47 C.F.R. § 1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.



Stephen Dize, President
One Voice Communications, Inc.

2/25/2009

Date

Attachments: Accompanying Statement explaining CPNI procedures – Attachment A
Explanation of actions taken against data brokers – not applicable
Summary of customer complaints – not applicable

Attachment A
Statement of CPNI Procedures and Compliance

One Voice Communications, Inc.

Calendar Year 2009

**ANNUAL 47 C.F.R. § 64.2009(e) OFFICER'S CERTIFICATION OF
CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) COMPLIANCE**

EB DOCKET 06-36

One Voice Communications, Inc.

Statement of CPNI Procedures and Compliance (2009)

One Voice Communications, Inc. ("Company" or "One Voice") provides high speed circuits for use by business customers. The Company does have CPNI as it relates to the quantity, technical configuration, type, destination, location and amount of use of services subscribed to by its customers. However, One Voice does not use or permit access to CPNI to market any telecommunications or non-telecommunications services. One Voice has trained its personnel not to use CPNI for marketing purposes. Should One Voice elect to use CPNI in future marketing efforts, it will follow the applicable rules set forth in 47 CFR Subpart U, including, if necessary, the institution of operational procedures to ensure that notification is provided and customer approval is obtained before CPNI is used or disclosed.

One Voice employees are trained to understand and comply with restrictions regarding the use and disclosure of, and access to, CPNI. One Voice Customer Service personnel do not release CPNI or call detail information to incoming callers. One Voice Customer Service representatives call the authorized Customer Contact at their Business Telephone Number to release customer requested CPNI. One Voice will only release CPNI or call detail information to third parties after receiving both written and verbal consent from the authorized Customer Contact.

One Voice provides for a secure portal which allows customers to see and pay bills. Customers are required to create their own user ID and password. The Company follows the applicable rules set forth in 47 CFR Subpart U, including the implementation of authentication procedures that do not require the use of readily available biographical or account information and customer notification of account changes.

Customers are notified of account changes without revealing the change information or sending the notification to a changed or new account contact. This is done via telephone or email to the Customer Contact of record.

One Voice does not have retail locations and therefore does not allow in-store access to CPNI.

Requests for CPNI by law enforcement agencies are only granted if a subpoena is provided or if the customer provides written permission.

One Voice maintains a record of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI.

Statement of CPNI Procedures and Compliance (2009)
(Page 2)

The Company has in place procedures to notify law enforcement in the event of a breach of customers' CPNI and to ensure that customers are not notified of the breach before the time period set forth in the FCC's rules, or if applicable, when so authorized by law enforcement. Such procedures require notification and management of the process by the Company President.

The Company has not taken any actions against data brokers in calendar year 2009.

The Company did not receive any complaints about unauthorized release or Disclosure of CPNI during 2009.

The Company has not developed any information with respect to the processes that pretexters are using to attempt to access CPNI.